

DOIT MASTER AGREEMENT NUMBER:

B-03-013

DOIT APPROVAL DATE:

12/3/03**VENDOR NAME:** **MCI WORLDCOM Communications, Inc.****FEIN:** **47-0751768****SERVICE/PRODUCT NAME:** **Audioconferencing****SERVICE/PRODUCT DESCRIPTION:**

Audioconferencing enables multiple participants to converse simultaneously via a telephone regardless of their location. MCI Conferencing provides access numbers and passcodes either via a reservation center or via online tools.

- **Premier Service** – Premier Service is an attended service that provides a conference coordinator to support the call. Premier calls are reserved in advance. A Meeting Manager is assigned as the single point of contact to ensure meeting requirements are met, including support before, during and after the call. Premier service offers advanced features such as Question and Answer sessions and full-time conference monitoring.
- **Standard Service** – Standard service is an attended service that provides a conference coordinator to greet and announce participants as they dial in. Standard calls are reserved in advance. The conference call is scanned periodically to check for quality. Coordinator assistance is available as needed by summoning the conference coordinator.
- **Instant Meeting** – Instant Meeting provides a conference leader with a self-service capability to conduct conference calls on demand. Once a subscription is set up there is no need to make reservations. Personal dial in access numbers and passcodes are provided at the time of subscription set up. Calls may be managed and monitored by the leader using a touch-tone (DTMF) telephone or a Web browser.
- **Net Conferencing** - With Net Conferencing, presentations can be shared with hundreds of meeting participants while they listen on an accompanying conference call. By using the power of the Internet, a visual component can be brought to your meeting participants – without anyone having to travel. All users have to do is log on to a pre-determined Web site to view the materials. Users can collaborate to make changes to documents from their individual PCs – while discussing the revisions on the phone. MCI Net Conferencing is divided into two service levels: Reserved Net Conference and Instant Net Conference.

Benefits

- Reaches people quickly enabling them to make important decisions faster
- Reduces costs and travel time
- Brings dispersed groups together despite time and location limitations
- Improves communication and broadens meeting participation
- Allows users to tailor meetings with value-added features designed to meet specific needs
- Gives users the ability to select their service level on a call-by-call basis, allowing them to customize meetings depending on their needs

Audio conferencing Features

| Feature | Premier Attended | Standard Attended | Instant Meeting (Self-service) |
|---|---------------------|----------------------|-----------------------------------|
| Announce Late Participants | ✓ | ✓ | ✓ |
| Late participants into conference can be announced at the user's request. | | | |

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| ASAP Calling Users do not always know in advance when they will need a conference call. When circumstances dictate that a user must talk to any number of people at the earliest possible opportunity, a Conference Coordinator will contact all participants and bring them into the call "ASAP." Users can respond to rapidly changing conditions in time to win a competitive advantage. ASAP Calling is available 24 hours a day, seven days a week, and the calls are set up as capacity permits, usually within 20 minutes. | ✓ | ✓ | ✓ |
| Conference Monitoring To facilitate prompt resolution of quality issues or to answer questions, the Conference Coordinator periodically monitors the call. This feature is not available with Standard or Unattended service. There is no charge for this feature. Note: Dialing "*0" will always bring immediate operator assistance. | Throughout the call | Periodic monitoring | |
| Conference Recording Conference calls may be recorded on cassette, CD, or .wav on CD and sent to user for later review or they can download the recording via .mp3, or .wav format. There is a charge for this feature. | ✓ * | ✓ * | ✓ * |
| Conference Transcription When written documentation is required, conference calls may be transcribed. There is a charge for this feature. | | | |
| Customer Reference Codes Customer Reference Codes can be used to identify the calls listed on the customer's MCI Audioconferencing invoice by name, number or a combination of both. Customers may choose up to 20 alphanumeric characters to denote customer-specific information for accountability purposes. This feature must be set up at the time that the customer's MCI Audioconferencing account is established. | ✓ | ✓ | ✓ |
| Enter & Announce The Conference Coordinator will enter and announce each participant into the conference. | ✓ | ✓ | ✓ Via automated enunciator |

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| This feature is not available with Unattended service. | | | |
| Instant Replay Plus Instant Replay Plus allows users to call in and listen to a previously held conference at their convenience. Participants access the replay call by dialing a different pre-assigned 800 number and numeric passcode and following the voice prompts. Users must request Instant Replay Plus when making the reservation for the conference call. This service is available after a call for the duration of time indicated by the user. There is a nominal charge for this service. | ✓ * | ✓ * | ✓ * |
| Interpretation (Languages) Audioconferencing users can receive on-line foreign language translation during their audioconference. This service supports 120 languages or dialects through a worldwide translation service. Users must request translation services when making conference call reservations and specify the language required. The Operations Center must be notified of translation service requests 24 hours prior to the scheduled conference call. The user will be billed directly by the translation organization for this service. | ✓ * | ✓ * | |
| Listen Only To ensure the conference call is conducted efficiently when there are many participants, some participants may be placed in a listen only mode while others are speaking. Participants may be returned to a speaking mode. This helps to eliminate excessive background noise. There is no charge for this feature. | ✓ | ✓ | ✓ |
| Master List A list of conference call participants may be kept on file at the MCI Conferencing Operations Center to simplify collecting names and phone numbers in preparation for a call. There is no charge for this feature. | ✓ | ✓ | |
| Meeting View Meeting View is a simple Web interface that utilizes the Internet to help conference call leaders manage their Premier-level calls. In addition to providing real time Internet-based | ✓ | | |

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| <p>visibility into a conference call, Meeting View provides call leaders with several enhanced conference monitoring and conference control features, including:</p> <ul style="list-style-type: none"> • Viewing a list of participants, including the line status of each participants • Monitoring and/or managing a Q&A queue by promoting or removing participants from the queue • Viewing polling results in real time via the Internet browser • Chatting with other pre-designated call leaders and/or the Conference Coordinators | | | |
| <p>Music While On Hold</p> <p>Participants may have music while on hold or they may be entered directly into the conference bridge to speak with those already connected to the call. This feature is not available for Unattended service. There is no charge for this feature.</p> | ✓ | ✓ | <p>✓</p> <p>If Quick Start not set up by subscriber</p> |
| <p>Participant List</p> <p>At the user's request, MCI Conferencing will compile and maintain participant lists. This feature is not available with Unattended service. There is a nominal charge for this feature.</p> | ✓ * | ✓ * | <p>✓</p> <p>Via Instant Meeting Web Moderator</p> |
| <p>Participant Screening</p> <p>A Conference Coordinator will pre-screen participants as they enter the conference call, compiling the data requested. This feature is available with Premier service only. There is no charge for this feature.</p> | ✓ | | |
| <p>Polling</p> <p>Polling allows a conference leader to conduct an opinion poll or survey by asking participants to indicate their responses via touch-tone keypads. The conference leader or the Conference Coordinator may ask the question(s). The Conference Coordinator may announce the results immediately or at the completion of the call. The Conference Coordinator may also address the conference leader privately with the results or can address the entire conference audience. A printed report can be sent if desired. Twenty-four hours</p> | ✓ | | |

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| advance notice is required to establish a Polling call. This feature is only available with Premier service. There is no charge for this feature. | | | |
| Prenotification With 48 hours advance notice, the Conference Coordinator will notify all participants of the date and time of the scheduled call, relieving users of this administrative task. There is a nominal fee for this feature. | ✓ * | ✓ * | ✓ * |
| Question & Answer Users can conduct an orderly question and answer session without interruptions while the participants remain in Listen Only mode. Participants signal questions via touch-tone keypads and are entered into the interactive mode one by one to ask questions. This feature is only available with Premier service. There is no charge for this feature. | ✓ | | |
| Roll Call Users can request a Roll Call when the conference reservation is scheduled. After participants are connected, the Conference Coordinator will conduct a roll call so all participants know who is on the call. This feature is not available for Unattended service. There is no charge for this feature. | ✓ | ✓ | ✓ |
| Secured Call Secured Call allows the conference leader to prevent both Conference Coordinator monitoring and additional participants from joining the call. It ensures that confidential conversations will not be overheard or monitored. This feature can be requested when the reservation is made. The conference leader is responsible for sharing Secured Call procedures with the participants. There is no charge for this feature. | ✓ | ✓ | ✓ Subscriber can lock/unlock a call to prevent additional participants from entering. Via the Instant Meeting Web Moderator, the subscriber can disconnect participants. |
| Standing Reservation A standing reservation may be made for any regularly scheduled conference call. There is no charge for this feature. | ✓ | ✓ | ✓ Via Instant Meeting subscription |
| Subconferencing Designated callers may confer privately within a | ✓ | | |

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| conference call and then be returned to the main call. This feature is available with Premier service only. There is no charge for this feature. | | | |
| Tape Playback With the Tape Playback service, the Conference Coordinator plays a pre-recorded audio cassette of an audioconference. Twenty-four hours advance notice is required. This feature is not available with Unattended service. There is no charge for this feature. | ✓ | ✓ | |
| Tone In A tone will be heard for each participant entered into the conference. There is no charge for this feature. | ✓ | ✓ | ✓ |
| Transcription | ✓ * | ✓ * | |
| Web RSVP An Internet tool designed to collect and view meeting participant information online. | ✓ * | ✓ * | ✓ * |

*Fee associated with feature.

Net Conference Features

MCI offers two service levels of Net conferences: Reserved Net Conference and Instant Net Conference. A breakdown of their differences and features is as follows:

| Features | Reserved Net Conference | Instant Net Conference | | Additional Cost |
|---|-------------------------|------------------------|----------------------|-----------------|
| | | Powered by WebEx | Powered by PlaceWare | |
| Annotation | X | X | X | |
| Chat | X | X | X | |
| File Transfer | | X | | |
| Share View/View Application | X | X | X | |
| Net Participant List | X | X | X | |
| Net Replay | X | X | | X |
| Net Specialist | X | | | |
| Operator Hosting | X | | | X |

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|--|-------------|---|-------------|---|
| Password Protection | X | X | X | |
| Polling with Results | X | X | X | |
| Polling Report | X | X | | |
| Q&A | X | | X | |
| Q&A Report | X | | X | |
| Save | Leader only | X | Leader only | |
| Share Web site view | X | X | X | |
| Snapshot | X | | X | |
| Share Application | X | X | X | |
| Virtual Auditorium | X | | X | |
| Video | | X | | |
| Web Action/Web Content | X | X | X | |
| Print to .pdf | X | | X | |
| Whiteboard/Text | X | X | X | |
| SSL Encryption | X | X | X | X |
| Net Subscription Meeting Number | | X | X | |
| File Download (FTP) | X | | | X |

SERVICE LEVELS:

MCI does not offer SLAs for Audioconferencing, however the service is available 24 hours a day, 365 days per year.

SERVICE AVAILABILITY/LIMITATIONS:

None

| MASTER AGREEMENT NUMBER: B-03-013 | | | | | | DOIT APPROVAL DATE: 12/3/2004 | | | |
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| VENDOR NAME: MCI WORLDCOM Communications, Inc. | | | | | | VENDOR FEIN: 47-0751768 | | | |
| SERVICE NAME: Audioconferencing | | | | | | | | | |
| Activity (Add, Delete, Change) | Date of Vendor Request | Date Approved By DOIT | Item | Item Code | Description of Service/Equipment | Unit | Initial Conversion: Non-Recurring Unit Cost | Post- Conversion: Non-Recurring Unit Cost | Cost per Min |
| Add | 11/18/03 | 12/03/03 | 1 | | Instant Meeting (Unattended) Toll Free Meet Me | ea | \$0.00 | \$0.00 | \$0.123 |
| Add | 11/18/03 | 12/03/03 | 2 | | Standard (Attended) Toll Free Meet Me | ea | \$0.00 | \$0.00 | \$0.280 |
| Add | 11/18/03 | 12/03/03 | 3 | | Standard (Attended) Dial Out | ea | \$0.00 | \$0.00 | \$0.302 |
| Add | 11/18/03 | 12/03/03 | 4 | | Premier Toll Free Meet Me | ea | \$0.00 | \$0.00 | \$0.392 |
| Add | 11/18/03 | 12/03/03 | 5 | | Premier Dial Out | ea | \$0.00 | \$0.00 | \$0.414 |
| Add | 11/18/03 | 12/03/03 | 6 | | Netconferencing | ea | \$0.00 | \$0.00 | \$0.280 |
| Add | 11/18/03 | 12/03/03 | 8 | | Conferencing Recording (90 min cassette or CD) | ea | \$0.00 | \$14.700 | \$0.000 |
| Add | 11/18/03 | 12/03/03 | 9 | | Conference Transcription (per hour) | ea | \$0.00 | \$0.00 | \$196.000 |
| Add | 11/18/03 | 12/03/03 | 10 | | Coordinator Request (per occurrence) | ea | \$0.00 | \$3.43 | \$0.000 |
| Add | 11/18/03 | 12/03/03 | 11 | | Instant Replay Plus - one time setup | ea | \$0.00 | \$49.00 | \$0.000 |
| Add | 11/18/03 | 12/03/03 | 12 | | Instant Replay per caller for Toll Free | ea | \$0.00 | \$0.00 | \$0.390 |
| Add | 11/18/03 | 12/03/03 | 13 | | Instant Replay per caller for Toll Number Access | ea | \$0.00 | \$0.00 | \$0.340 |
| Add | 11/18/03 | 12/03/03 | 14 | | Net Replay (for 30 days) | ea | \$0.00 | \$490.00 | \$0.000 |
| Add | 11/18/03 | 12/03/03 | 15 | | Operator Hosting for Netconference | ea | \$0.00 | \$98.00 | \$0.000 |
| Add | 11/18/03 | 12/03/03 | 16 | | Participant List | ea | \$0.00 | \$24.50 | \$0.000 |
| Add | 11/18/03 | 12/03/03 | 17 | | Pre-notification (domestic US) | ea | \$0.00 | \$2.45 | \$0.000 |
| Add | 11/18/03 | 12/03/03 | 18 | | Web RSVP | ea | \$0.00 | \$98.00 | \$0.000 |
| Add | 11/18/03 | 12/03/03 | 19 | | Audio Cancellation Fees - per port (can be avoided by cancelling 30 mins in advance) | ea | \$0.00 | \$3.43 | \$0.000 |
| Add | 11/18/03 | 12/03/03 | 20 | | Net Conf Cancellation Fees - per port (can be avoided by cancelling 30 mins in advance) | ea | \$0.00 | \$4.90 | \$0.000 |
| Add | 11/18/03 | 12/03/03 | 21 | | Overbooking fee - per port (after first 50 unused bridge ports) | ea | \$0.00 | \$3.43 | \$0.000 |
| Add | 11/18/03 | 12/03/03 | 22 | | Overnight Shipping Fees (up to 4 cassettes or CDs) | ea | \$0.00 | \$4.41 | \$0.000 |
| Add | 11/18/03 | 12/03/03 | 23 | | Netconferencing - FTP Download | ea | \$0.00 | \$500.00 | \$0.000 |
| Add | 11/18/03 | 12/03/03 | 24 | | Netconferencing - SSL | ea | \$0.00 | \$0.00 | \$0.410 |